

HYELM Annual Complaints Performance and Service Improvement Report 1st October 2024 – 30th September 2025

1. Review of Complaints 2024 -25

During 1st October 2024 – 30th September 2025 we received 16 complaints in total, from 15 residents living in Old Street HYELM, owned by HYELM. Two of those residents made two complaints each in this period, whilst one complaint regarding anti-social behaviour was from three residents.

- Five complaints were in relation to anti-social behaviour (ASB) by other residents or their guests. Two of these were service requests, however we treated them as complaints in keeping with our Complaints and Anti-Social Behaviour policies.
- Two complaints were about noise and disruption caused by contractors carrying out major works.
- Two complaints were about disruptions in services: loss of internet access (responsibility of internet service provider), heating and hot water (due to leak which was resolved as emergency repair) and electricity to plug sockets (caused by safety circuit break in response to surge from old/unsafe tenant appliance).
- Two complaints were about mice, which returned after pest control treatment was carried out.
- All other complaints were about individual issues such as a broken appliance, damaged belongings following move, communication from staff and an applicant unhappy about the waiting time for housing.
- In all 16 complaints, the complainants were satisfied with the outcome at Stage 1 and no complaints were escalated to Stage 2.

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2024/25.

	Date of complaint	Nature of Complaint	Complaint Stage	Complaint upheld?	Resolved at Stage 1? Y/N
1	December 2024	Contractors conducting refurbishment works out of normal working hours. Noise nuisance and disturbance over weekends.	1	Upheld	Yes
2	January 2025	Loud banging and repeated banging heard over two days.	1	Upheld	Yes
3	March 2025	Contractors left unacceptable level of dust/debris following works carried out in apartment. Compensation paid £150 due to impact on working time (cleaning space to make usable).	1	Upheld	Yes

4	March 2025	Repeated disruption to heating and hot water and WiFi during February and March. Impact on life and service charge not reflecting the level of service charge amount.	1	Upheld	Yes
5	March 2025	Complaint about fellow tenant's behaviour, treated as tenant dispute. Tenants met with and written to.	1	Upheld	Yes
6	March 2025	ASB by a tenant's guest. Tenant met with to check on their wellbeing and explore risk to tenancy posed by their guests' behaviour.	1	Upheld	Yes
7	April 2025	Repeated infestation reported for several months. Compensation Awarded £260.	1	Upheld	Yes
8	April 2025	Repeated infestation reported for several months. Compensation Awarded £260.	1	Upheld	Yes
9	April 2025	Fridge Stopped working and lost £100 worth of food. Compensation awarded £100.	1	Upheld	Yes
10	June 2025	Repeated circuit breaks (safety) leading to loss of power in sockets.	1	Upheld	Yes
11	May 2025	Resident complained that TV appeared damaged after contractors assisted with apartment move.	1	Not Upheld	Yes
12	May 2025	Resident complained about expectations for sharing communal space during a period of reduced mobility / injury.	1	Not Upheld	Yes
13	June 2025	Applicant unhappy about time on waiting list / to be housed once application accepted.	1	Not Upheld	Yes
14	July 2025	Resident unhappy about neighbours' behaviour. Staff met with and wrote to other residents of that floor.	1	Not Upheld	Yes
15	Sept 2025	Residents complained about behaviour of a new tenant. Tenant met with and written to regarding the terms of their tenancy and acceptable behaviour.	1	Upheld	Yes
16	August 2025	Resident reported theft of belongings by another resident. Resident advised to report theft to Police.	1	Upheld	Yes

2. Learning and service improvements

The most common reason for complaints in 2024-25 was ASB. This is an increase on the previous year. It is unclear whether the number of issues with ASB is a new trend, or if



residents are just reporting these issues more. In our Tenant Satisfaction survey 2024, whilst overall satisfaction scores were high, our lowest scoring areas were 'approach to anti-social behaviour' (63%) and satisfaction with complaint handling (36%).

It is worth noting that in our previous Resident handbook the guidance stated that we do not get involved in tenant disputes. However, in 2024-25 we have updated our Complaints Policy, ASB Policy and Resident Handbook and have been communicating to residents that they should report all anti-social behaviour to us so that we can assess the situation and agree an appropriate response.

Results from our Tenant satisfaction survey 2025 show in improvement in satisfaction in both approach to anti-social behaviour (to 74%) complaint handling (64%).

Learning points and service improvements:

Issue	Learning
Anti-social behaviour	That for young people, in their first tenancies; conflicts with other residents and ASB can escalate quickly, and an open culture where we as landlord encourage tenants to speak to us about issues can help to both tackle issues early on but also means tenants aren't accepting anti-social behaviour that is impacting on them.
Communication to residents	That many young people aren't aware of what constitutes noise nuisance or ASB, or of policies or law and so do not report incidents immediately or understand the need to gather evidence in order for their Landlord to act.
Electrical safety / loss of service	Due to our refurbishments works, new electrical circuits are more sensitive to potential surges, causing circuit breaks and loss of power to circuits. Tenants are not aware of the impact of buying and using old or low-quality appliances which cause the circuit breaks and greater communication about this to tenants has been necessary.

Service improvements

- We have reviewed our Anti-Social Behaviour Policy.
- We have changed our communications to tenants to encourage them to talk to us about any nuisance or anti-social behaviour they are experiencing from fellow tenants.
- We have given clearer information to residents on fair allocation and use of communal space.
- We have introduced 'settling in' meetings with new residents held 6 weeks into their tenancy to address any difficulties or issues with managing their tenancy early on.
- We have held more frequent contract reviews with our main Contractors.
- We have reviewed our Repairs and Maintenance Policy and included more detail on standards and conduct in our procedure for carrying out maintenance and repairs.
- We have also re-instated post visit inspections following pest control work (this had fallen out of practice).
- Our Allocations and lettings Policy has been reviewed, and a clearer summary of our priority bandings and scoring system has been implemented.



- We have extended portable appliance testing to personal tenant appliances, and this is carried out more frequently than annually.

3. Conclusions

That the number of complaints we received in 2024/25 increased 300% on the previous year, from 4 to 16. We adhere to the Housing Ombudsman's definition of a complaint and so treat all expressions of dissatisfaction as complaints. We see this as a positive change, indicating increased responsiveness to our tenants and the opportunity to address issues they are experiencing.

The complaints we received in 2024/25 covered a range of issues, but the largest number were in relation to anti-social behaviour. HYELM provides affordable housing to young people and for many it is their first tenancy or move to London. During 2024/25 we changed our approach, and where previously our stated policy was that tenants were responsible for resolving tenant disputes we now encourage tenants to talk to us about issues they are experiencing. Whilst we offer advice and guidance in inter-personal issues between tenants, we can intervene and act earlier where behaviours may escalate into ASB and conflict. It has also meant we are able to raise awareness of what constitutes anti-social behaviour and the appropriate responses.

The learning from these complaints has led to changes in policy, procedure and practice which we have implemented. We are always keen to learn from complaints, and our team is easy to contact on Hi@hyelm.com and 020 7336 9000. We should be grateful for any feedback on our complaints process.



Board's Response to the Annual Complaints Performance and Service Improvement Report

On 9th February 2026 the Board received:

- The 2024/25 annual complaints performance and service improvement report for residents living in homes owned and managed by HYELM.
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2025.

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of HYELM's complaints system. The MRC reviewed complaints data for 2024/25 and the annual complaints performance and service improvement report in draft form in December 2025.

The MRC and the Board have considered and approved the self-assessment that the Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided by the Executives. HYELM adopts the Housing Ombudsman definition of a complaint as an expression of dissatisfaction. This gives the Board assurance that HYELM are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign.

One of HYELM's values is integrity – we are open, honest and transparent. As a small provider owning and managing 125 affordable rented homes for young, working people in London the Board considers a summary of each complaint and the lessons learning from individual complaints.

Our learning from complaints shows that numbers of complaints have increased, which we view as a positive change and believe it is the result of increased communication with our residents. A major theme from complaints in 2024/25 is anti-social behaviour and there has been an increase in residents talking to us and reporting issues with other resident's behaviour.

Policies, procedures and practice have all been improved or adjusted in 2024/25. The Board will continue to monitor the feedback on communication through the individual complaints reported to Board during 2025/26.

